

## **Private Provider Face to Face Case Recording Web Application Frequently Asked Questions**

**1. If I can't access the web application what do I do?**

*Call the DCS Helpdesk. 1-888-853-4636. Provide the name of your agency, agency contact information, region being served, screen shot of the error if available and any other information necessary to assist in the speedy resolution of the problem.*

**2. How often do I have to change my password?**

*Passwords must be changed every 90 days.*

**3. What is the definition of Private Provider - Face to Face with Client contact type?**

*This is used when a person directly involved in case management makes actual, physical face to face contact with the designated person[s]. Incidental contacts with persons who are not recurring, and who are not significant parts of the case, do not need to be added to the case.*

**4. What is the definition of Private Provider - Family/sibling Visitation-Face to Face contact type?**

*This is used when a client visits with a sibling or other family member (such as a parent or other relative) and a case manager or other case management staff who meet the requirements for face to face are also present for the visit.*

**5. What is the definition of Private Provider - Family/sibling Visitation-NOT Face to Face contact type?**

*This may be used when contract provider staff other than the assigned caseworker supervises the contact or visit or when the visits are unsupervised (e.g., home passes, weekend visits, foster parent supervises or coordinates, etc.).*

**6. What do I do if a client's sibling is not listed on the sibling link?**

*Notify the client's DCS Family Service Worker and also your Regional Resource contact person. They will add the siblings in TNKids and then the sibling will be listed on the siblings link dropdown list.*

**7. How long do I have to complete a case recording?**

*The user has 30 days from the occurred date to mark the case recording as completed.*

**8. What happens if I forget to mark a case recording completed?**

*The web application will automatically mark the case recording as "System Completed" after 30 days from the "Occurred Date" and the case recording will become invalid.*

**9. How long do I have to enter a case recording for a client after the client has been discharged?**

*The vendor will be able to enter a case recording for any client in their care or until the last day of the month after discharge.*

*(Example – Client is discharged on Feb 5<sup>th</sup>. The provider will have until March 31<sup>st</sup> to enter and complete the case recording. After the 31<sup>st</sup> the client will not be displayed in the client search results.)*

## **Private Provider Face to Face Case Recording Web Application Frequently Asked Questions**

**10. Is a reason required when marking a recording in error?**

*Yes*

**11. A case recording is not being displayed in a sibling's record. What is wrong?**

*The user did not enter the sibling's name on the "Siblings" link.*

**12. I am a sub contractor for a private provider and I am not able to see my client in the search results. What do I do?**

*Sub contractors will not be able to use the web application to record case recordings. They will need to continue to submit the monthly summary to the provider.*

**13. I am not able to log into the web application. What do I do?**

*The user will need to contact the helpdesk if they have been assigned a user name and password from DCS and are still unable to sign into the web application. 1-888-853-4636*

**14. My client's Pastor was at the face to face with the family but he is not listed in the dropdown list. What do I do?**

*Only person(s) with a family type relationship to the client are required to be documented and they are the only person(s) that will be displayed.*

**15. When do I add a sibling to the "Siblings" link?**

*The only time a user will add a sibling to the "Siblings" link is when the sibling is present at the face to face.*

**16. If I add a sibling to the Contact Information link will they automatically be recorded on the Siblings link?**

*No. The user will need to also record the sibling(s) on the Siblings link in order for the case recording to be copied to the sibling(s) client's TNKids record.*

**17. If I add sibling(s) to the Siblings link will they automatically be recorded on the Contact Information link?**

*Yes. The web application will automatically record the sibling(s) on the Contact Information link.*

**18. Are there any reports available for the information recorded in the case recording web application?**

*No reports are currently available at this time. Providers will be notified by CPPP when any reports are available for this web application.*